



JET EDGE LIMITED WARRANTY

REIMBURSEMENT POLICY

It is important to Jet Edge that valid claims are honored to the customers' satisfaction and that credit is issued for repairs rendered.

Repair information provided on a properly completed Warranty Claim/RMA helps us to understand and focus on problem areas, enabling us to produce a better product.

For equipment manufactured by Jet Edge, Jet Edge warrants to the original Purchaser (the original Purchaser is the first purchaser who upon acquisition used the equipment for its intended purposes) that such equipment is free of defects in material or workmanship for a period of:

1. Twelve (12) months from the date of shipment; or 2,000 hours of operation, whichever shall occur first, with the exception of diesel powered intensifier pumps which are warranted for a period of twelve months or 1,200 hours of operation, whichever occurs first, and
2. For electric intensifier pumps, the hydraulic circuit is warranted for twenty-four (24) months from the date of shipment or 4,000 hours of operation, whichever occurs first, and
3. All accessories are subject to a 90 day warranty period, and
4. All component parts of the intensifier pumps such as engines, electric motors and hydraulic pumps are warranted by the component manufacturer.

This Limited Warranty expressly excludes consumable parts, such as nozzles, orifices, seals and filter elements.

For equipment not manufactured by Jet Edge supplied as a part of this Agreement to Purchaser, Jet Edge extends to Purchaser any and all warranties authorized and offered directly by the manufacturers of such equipment.

JET EDGE EXPRESSLY DOES NOT WARRANTY EQUIPMENT MANUFACTURED BY OTHERS.

Reimbursement for warranty repairs must be submitted with a Jet Edge Warranty Request with a pre-approved RMA #.

WARRANTY REQUEST

The Jet Edge Warranty Request/RMA must be used to:

1. Make a claim for warranty repair parts and labor.
2. Submit a part or component for factory rework or repair.
3. Return unwanted and unused parts to Jet Edge for credit.

When submitting a warranty request/RMA, please return a copy with the return parts.

The following information is required on all claims.

Incorrect or incomplete claim forms will be returned for the proper information.

1. Pre-approved RMA#
2. Contact name and phone #
3. Reason for repair or return

COMPENSATION FOR WARRANTY REPAIRS

Customers will be reimbursed for warranty work as follows:

1. LABOR RATE/TIME

Jet Edge will pay a pre-approved labor rate for repairs made to Jet Edge equipment in the customer's shop. Each customer must submit its shop labor rate in advance. Labor rates will be based on a forty-hour work week, with no compensation for overtime or premium charges.

2. PARTS

All warranty repair parts shall be purchased through Jet Edge. You will be invoiced for all items, if warranty items are returned to Jet Edge within 30 days, Jet Edge will issue an RMA Credit if the parts are deemed warranty. Parts expense will be reimbursed at the cost charged by Jet Edge. Please reference your Jet Edge invoice number or order number to aid in claims processing. Include copies of parts invoices for all parts purchased locally if they are authorized in advance.

3. SHIPPING

All parts prices are F.O.B. Jet Edge, St. Michael, Minnesota. We may reimburse reasonable shipping charges on parts used in warranty repairs, with no additional payment for premium rates. Larger freight will be sent via the most economical means. You are also responsible for any duties or tariffs resulting from international shipments.

4. RETURNED PARTS

All parts replaced under warranty must be tagged with the **RMA #** and returned prepaid freight to Jet Edge. **All items shipped to Jet Edge collect will incur a \$50.00 handling fee.**

These procedures should expedite processing of warranty claims. Should you have any questions regarding the warranty of Jet Edge products, please contact the Jet Edge Service Department.